THE PULSE

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New England Deaconess Hospital Employees

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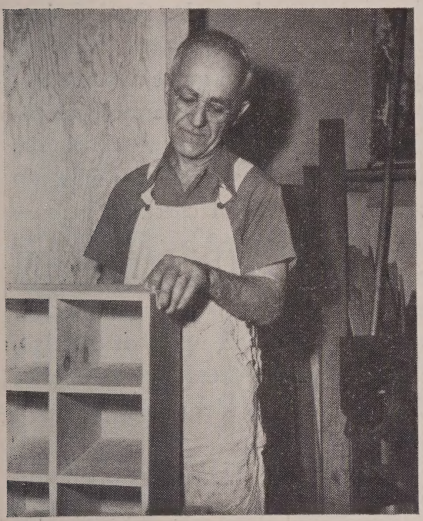

HERBERT C. ROBINSON

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Most of us know Herbert C. Robinson as president of our Mutual Benefit Association and Credit Union, a charter member of both, and one of our most capable maintenance men. But this is by no means the full extent of his interests and experience. "Robbie" came to work at the Hospital on the last day of the year 1923, shortly after the addition to the original Deaconess building had been dedicated. This, however, was not his first job — as a matter of fact, he had had no less than 11 jobs before becoming our cabinet maker!

"Robbie's" birthplace was Eastport, Maine — the most eastern point of the United States—but he remembers little about it because his family moved to Boston when he was only two years old. His father was an ordained minister and always particularly interested in carpentry. However, "Robbie's" first job was in the purchasing agent's office of the Boston and Maine Railroad. But he was not in Boston to stay! His next work was in New York City with Western Electric and later with a steam fitting company. Then back to Boston as a carpenter — but again not for good! Next to Chicago and a job with Sears Roebuck and from there to St. John's, New Brunswick, to work on his father-in-law's farm. As if this did not provide enough variety of experience, in the years that followed, "Robbie" had jobs ranging from pottery-glazer to machinist. His real interest and skill, however, were in carpentry work, particularly cabinet making; and in 1917 when an opening occurred in our maintenance department, "Robbie" accepted the position.

His ability in cabinet making is clearly demonstrated by the work he did in our Apothecary Store. When the need for such a store arose, Dr. Cook, Mr. Pringle (then the Chief Pharmacist) and Mr. Robinson spent considerable time at the Museum of Fine Arts, studying replicas of old American stores. "Robbie" drew up plans based on one of these models and started to work. No efforts were spared to duplicate a Colonial store,

"Robbie" searched all through this area for just the right large timbers and authentic hand-made wooden nails for the doors. The cabinets (to the left and right as you enter the Store) are exact replicas of those built in 1620 to hold pewter pieces. Only in putting the heavy beams on the ceiling did "Robbie" solicit help. The success of his efforts need not be mentioned to anyone who knows the Hospital . . .

The Robinsons now live in Billerica — far enough out of the City to hunt birds and rabbits and catch bass and pickerel in the Concord River and close enough to the Vermont line to hunt deer. "Robbie" laughs to remember how many people predicted his marriage would never last because he and his wife had known each other only one week before they were married. This year will be the Robinson's 39th anniversary! Their family consists of two daughters, Doris and Phyllis, a son, and 5 grandchildren. Right now "Robbie" is looking forward to spending his vacation in Pennsylvania with his youngest daughter and his newest grandson.

HOSPITAL DEPARTMENTS

RECEPTIONISTS

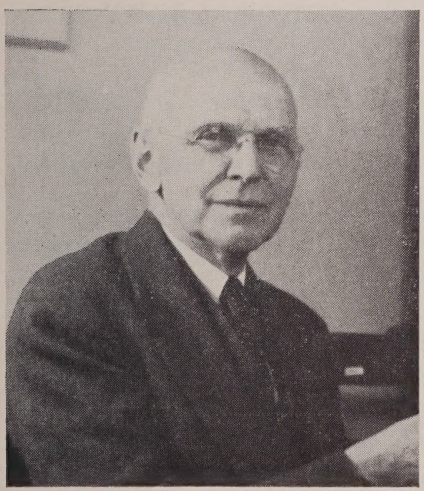
Number 13 of a Series

The sign on their desk says "Information" and it means that and a great deal more! Anything from "Where can I get a drink of water?" to "Which roads do we take to get back to New York?" may be asked our receptionists and the amazing part is that they always seem to know the answer! On an average day 735 visitors and 25 patients come to the Deaconess. Usually the first person they see is one of our receptionists and it is her job to receive them courteously, make them feel as much at home as possible, and frequently explain and guide them in hospital procedure. For example, no patient may have more than two visitors at a time and the receptionists must not only keep a careful check to be sure this rule is observed but must also be sure the visitors realize why it is necessary. Frequently, too, our patients and visitors are worried, upset, or on edge, and dealing with them requires a great deal of tact and understanding.

Maybe you think that keeping tabs on 150 doctors is any easy job! That's approximately the number who are here at the Hospital on an average day and the receptionists check them in and out and find out where they can be reached in case of important messages. Many of the doctors are here for a limited time only and so every few months there are new faces and new names to learn.

Probably you've seen the receptionists at the Deaconess Information Desk writing in a book which is so big that it completely covers their desk. This is the register of all patients with their name, address, admission date, room number, age, occupation, date of discharge, condition at discharge, etc. Keeping this book up to date is a job in itself.

All calls regarding patients' condition are handled at the Deaconess Desk and this involves checking each morning with the floors for condition records and taking messages for patients from families and friends who call. Lists of patients by religion must be kept for the ministers, rabbis, and priests who visit our patients; temporary addresses of out-of-town visitors must be recorded in case of a change in the patient's condition. The countless messages, telephone calls, questions, and details our receptionists handle are too many to list. Their pleasant efficiency, their sympathy, and understanding mean more to our patients and visitors than we sometimes realize. As one of our patients said "they are always busy but they always have time to be nice to everyone."



DR. JOSLIN RETURNS FROM EUROPEAN TRIP

Dr. Elliott P. Joslin had a flying trip to Europe with his daughter, leaving June 1 and arriving back July 2. The occasion was his participation in a succession of meetings of three societies in Belgium — The Second International Congress of Therapeutics, the Journées Médicales de Bruxelles, and The First International Conference of Associations for the Protection of the Interests of Diabetics. Later he was so fortunate as to go by auto through Belgium, Luxembourg, and France to Zurich, where he spoke to the students at the University and also to the doctors. From there he flew to London and visited various hospitals and the Hutton Home for Diabetic Children. One morning, Tuesday, June 28, was spent at the meetings of the British Medical Association in Harrogate. On June 29 he flew to Hamburg and was the guest of Professor H. H. Berg and Professor F. Bertram, speaking to medical students and to doctors from that city and outlying centers such as Kiel and Königsburg. He reports that everyone was deeply interested in the care given to patients at the George F. Baker Clinic at the Deaconess Hospital.

CREDIT UNION

Any member of the Credit Union, who wishes to make a withdrawal from his account during the summer, should arrange for it with Mrs. Paine, Treasurer, before July 31. Also anyone who wishes to obtain a loan should apply to Miss Adams, Chairman of the Credit Committee, before July 31. Deposits and payments may be made throughout the summer as usual.

IDENTIFICATION CARDS

New employee identification cards have been distributed with the payroll checks of July 20. These are to replace the ABC cards which were used for identification purposes with the old-style checks. Each employee must sign

the new card on the line provided before the card is valid. If yous card is incorrect in any way, the Personnel Office will be glad to change it for you.

GLAD TO SEE YOU!

Our welcome to these full-time permanent people who joined us in June:

Nursing
Irma Gale

Pathology
Ruth Harrington

Record Rooms
Jeanette King

Dietary
Norma E. Jason
Eleanor Merola
James Pierce

Housekeeping
Darinda MacArthur

Our gratitude, too, to the many willing and able persons who are helping us, full-time and part-time, during the summer.

ADMITTING

With the approach of the 4th of July, vacations started off with a bang in the Admitting Office, for we lost two to that carefree existence. Miss Marian Haskell combined luggage with Miss Dorothy Blanchard of the Solution Room and set sail for Migis Lodge, Sebago Lake, Maine. The exact destination of Eleanor Giorgio is unknown, but wherever it is, we guarantee that cheerful, smiling face will raise havoc with many a heart. In the meantime, the rest of the crew whet their appetites with week-end sprees to keep up morale until their big day arrives.

The one redeeming feature of this vacation program is the charming "relief" assistance we have in Emily Leone and Betty Moffat. We're hoping they'll find the work of our department sufficiently fascinating to blot out all thought of the summer heat.

There are babies and babies, but that Thomas N. Trainor, 3rd, is really a honey. The day he visited us he slept blissfully through most of our ohs and ahs, but we saw plenty of evidence why Mr. and Mrs. T. N. T., Jr. (Leona Chille) are bursting with pride. For a bundle like that, we'd retire, too!

DIETARY

Miss Catherine Grady, Deaconess, is spending the month of July at Green Harbors.

Miss Lucille Kelley, who was hospitalized for two months, is now recuperating at her home in Lynn.

Mrs. Helen Balkus has been a patient in Palmer.

Congratulations to Miss Anne Ross, who was married to Mr. Clifford Atwood on July 16 in Cambridge.

Miss Elizabeth Gruetzmacher, who recently announced her engagement to Mr. David Logan, was honored at a shower given by Mrs. Kay D'Andria.

MAINTENANCE

Chief Engineer Howard Lewis and his family are spending the month of July vacationing at Newfound Lake, Bristol, New Hampshire.

Michael Gallagher, night engineer, and his wife are on leave, taking three months' vacation in Ireland.

William Murphy and his family are spending their vacation in Maine.

Warren Smith, Shop Foreman, has gone home to convalesce after a successful spine operation. We hope he will be back soon.

The Maintenance crew has been very busy getting Faculty House all prettied up with roof repairs and a coat of yellow paint.

Nancy Trowbridge is busy as a bee making plans for her wedding in August. She will set up housekeeping in Washington State.

Dr. Duncan C. Smith, who was to have had a second appointment with us this year, would be pleased to have mail from any who remember him. His address: Ludington Infirmary, Trudeau, New York.

NURSING

Congratulations to Louise Cox, Baker 5, and Dr. Kenneth Ingham on their recent engagement. A Fall wedding is planned.

Ditto to Ruth Bicknell, Deaconess 4, who has left to be married soon.

Greta Garland, Baker 4, and Pauline Gerner, Deaconess 4, have left us to spend the summer at Dr. Joslin's camp.

Welcome to Miss Janie Christie, formerly on Palmer 3, who is now with the Clinical Office.

We hope that Jane Marshall, Deaconess 2, who has been ill, will soon be better and back at work.

Congratulations to Lois Thomas and Irma Gale, Palmer 3, on their new positions — head nurse and assistant head nurse respectively.

PATHOLOGY

Barbara Kincaide and her husband, Dr. Cyril Kincaide, will settle in Halifax, Nova Scotia. We send our best wishes with them for a happy career.

Dr. Bernard F. Mann is well on his way to the Philippines, where he has a post in pathology.

PHARMACY

John Karman, ambitious soul, is spending his vacation painting his house.

PURCHASING

Kay O'Leary has returned from two weeks' vacation at Falmouth and Hyannis.

SURGERY

Mrs. Carroll Poole (Betty Armitage) returned recently after her marriage and a wedding trip to the Cape. We wish both of them the best of luck.

Norma Davis, who left our department a few months ago, was married June 25 to Mr. Donald Simon. They will live in Worcester.

Word has been received from Dr. and Mrs. Sannon that they have opened their practice in Butte, Montana. They wish to be remembered to everyone.

We all miss Carroll Lalley, one of our yellow girls, who has left us to attend camp during the summer.

Miss Norma Beattie, much to our regret and hers, spent the past few weeks at home with the chicken pox. We are glad to have her back now. It certainly was not a very comfortable way to spend two weeks of the hottest weather we have had this summer!

Lois Baird enjoyed her vacation visiting in Ohio, and Geraldine Stannard is looking extremely healthy with the tan she acquired at Virginia Beach during her vacation.

We are glad to welcome back two former members of the staff — Mrs. Virginia Dillman, who has been working toward her degree at Boston University, and Mrs. Charlotte Kelleher, who is the proud mother of two children, a boy and baby girl.

We were all sorry to hear that Miss Kay O'Donnell, Dr. Overholt's scrub nurse, was a patient in the hospital for a few days.

X-RAY

Miss Lois Mosher, the new secretary in Palmer X-ray who replaced Eleanore Jacobs, has announced her engagement to Roland H. Piven of Watertown. No date has been set for the wedding.

We are sorry to have Mrs. Thelma Brooks leave us for a while. She would be glad to receive mail at Middlesex County Sanitarium, Waltham, Massachusetts.

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